

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: METER READER AND MAINTENANCE SUPERVISOR
METER READING DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs supervisory and technical work in directing the Town water quality program, coordinating meter facility maintenance, repair, and replacement activities, and overseeing works engaged in water testing, meter service, and recording. Work involves overseeing the meter acquisition and reading, water billing process, water quality programs, meter maintenance, replacement, and repair; making decisions concerning water quality programs, low water pressure, and system leaks; dealing effectively with difficult customers; ensuring compliance with State Health Department standards and requirements; working exposed to extreme weather conditions hazards from chemicals, animals, and ditch cave-ins; supervising Meter Service Workers; having work reviewed by the State Health Department for compliance with various State water quality regulations, County regulations, OSHA, and other standards; and performing with considerable latitude in solving water problems, evaluating personnel, scheduling, and related matters. Reports to the Water and Sewer Superintendent.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Supervises the data acquisition for Town's meter reading; coordinates preliminary stage of water billing process; works with customer service to resolve complaints, meter reading errors, system leaks, and other issues.

Administers all water quality programs for Town; tests for lead, copper, and bacteria; conducts or supervises annual water quality checks, THM's, and VOC's; takes water samples for different locations; delivers to laboratory for testing; calculates daily water usage; reports to appropriate office; updates sewer charts; serves as water operator in disinfection dosages.

Supervises and reviews the work of Meter staff engaged in reading residential and commercial water meters and recordings, and inspecting for leaks; plans and assigns work projects and work crew assignments; conducts annual performance evaluations; trains and guides employees in

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handling complex problems; oversees the testing, training, and disposition of older meters and the meter replacement program.

Prepares and administers section operating budget; develops and proposes appropriation of funds and justification; monitors expenditures.

Obtains customer complaints and routine work orders; troubleshoots, determines, and discusses problems with customers; explains Town policies; determines priority for handling work.

Inspects new construction project performance and adherence to Town construction specifications.

Estimates materials and equipment needs; assists superior in keeping work, time, and material records and in making reports as required.

Performs work on-call in emergencies.

Receives and/or reviews various records and reports such as water connections, data, work orders, keypunch, and timesheet.

Prepares and/or processes various records and reports such as meter inventory, monthly water samples, and quarterly water samples.

Refers to State Health Department standards and regulations, operating budget, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as meter reader, computer, etc.

Uses a variety of supplies such as general office supplies, etc.; and a variety of computer software such as Windows Microsoft Office, Radix, etc.

Interacts and communicates with various groups and individuals such as the Superintendent of Water and Sewer; Plant Supervisor; Fairfax Health Laboratory; other agencies regarding health, environmental issues, water, and others; subordinates; and the general public.

ADDITIONAL JOB FUNCTIONS

Supervises maintenance crew, when flushing hydrants after normal working hours.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with five to six years or experience in meter reading or maintenance procedures, preferably in a supervisory role; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities. Must possess or be able to obtain a Class V Water Works license and VPI Short School Certification. Must have a valid Virginia driver's license.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including motor vehicles, two-way radios, basic plumbing tools, water line locators, common hand tools, etc. Must be able to exert up to 100 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for Light to Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the giving of assignments and/or directions to subordinates and receiving direction from supervisor.

Language Ability: Requires the ability to read a variety of reports, records, etc. Requires the ability to prepare reports, correspondence, purchase orders, reports, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems as applied to mechanics to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including mechanical and electrical terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

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Physical Communication: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Meter Reading Division of the Public Works Department as they pertain to the performance of duties of the Meter Reader/Maintenance Supervisor. Has knowledge of the organization of the Department and of related departments and agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge of utilities system customer service and billing policies, regulations, and procedures. Has knowledge of the proper and efficient installation of water meters and valves. Has knowledge of plumbing and mechanical maintenance as applied to water distribution and collection systems. Has knowledge of the methods and procedures involved in reading meters and recording consumption. Has considerable knowledge of the physical layout of the Town and the department's water distribution and collection lines. Has considerable knowledge of meter reading methods, procedures, and equipment. Is skilled in the use equipment and tools necessary for locating and unearthing water system fixtures. Is able to perform minor equipment repairs. Has considerable knowledge of modern office procedures and equipment and standard clerical techniques. Has general knowledge of the principles of supervision, organization, and administration. Is skilled in the use of a variety of office machines, including popular computer-driven word processing, spreadsheet and file maintenance programs and in-house or professional prepared programs. Has knowledge of how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing and supervising various programs and related activities. Is able to offer instruction and advice to subordinates regarding departmental policies, methods and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to direct, supervise, and coordinate the work of subordinate employees. Is able to perform mathematical computations with speed and accuracy. Is able to exercise independent judgment and initiative in completing assigned tasks. Is able to prepare financial and other related reports. Is able to interpret policy and procedural guidelines and to resolve problems and questions. Is able to communicate effectively in oral and written form. Is able to exercise tact, courtesy and firmness in frequent contact with customers and the general public. Is able to establish and maintain effective working relationships as necessitated by work assignments.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities".

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

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Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified i.e., poor communications, variance with Town policy or procedures, etc.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meeting and deadlines.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding the activities and works to ensure such expectations are met. Designs and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all Town and department matters affecting them and/or of concern to them.

Staffing: Works with other Town officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the

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needs of the department and the Town. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of Town goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of Town standards, methods and procedures.

Delegating: Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and Town. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of Town policies regarding the department and Town functions. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the Town and continually reviews department policies in order to ensure that any changes in Town philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.